

## Mail Delivery Protocol

Clients are eligible for mail delivery upon completion of their first 90-day prescription (one 30-day fill with two refills). Mail delivery may be initiated when the client returns for 90-day HIV and STI testing. At this visit, the clinician or navigator should discuss mail delivery with the patient, and review several factors which will help determine if mail delivery is an option.

In order to participate in the mail delivery program, the client must have a physical mailing address where they are able to safely receive mail; PO boxes will not be accepted for mail delivery. Additionally, UPS must be able to deliver the medication to the provided physical address.

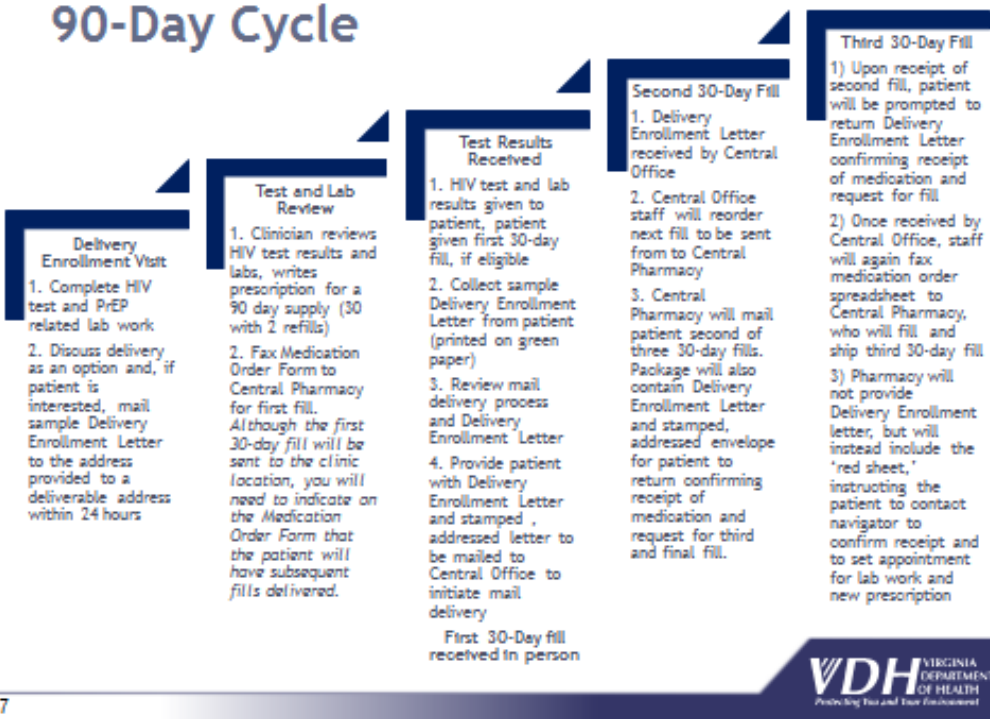
When deciding if a client is a good candidate for mail delivery, consider past adherence and barriers to picking up medication. It is also important to discuss with the client if the address that has been provided is a shared address with others, who may receive the package, and if the package may be delivered to an address where it may be taken or misplaced easily. Clients may opt to require a signature for delivery. Emphasize that with this option, someone must be present when the package is delivered and able to pick up the medication from a UPS store if delivery is missed.

Mail delivery does not completely eliminate visits to the health department. Clients will continue to come in for 90-day tests, results, subsequent prescription for a 30-day fill with two refills. In order for the mail delivery program to be successful and operate smoothly, **it is imperative that all prescriptions be written for a thirty day fill with two refills** and that the 90-day cycle is maintained.

It should be determined that a client would benefit from mail delivery at the appointment to receive lab work and tests at the end of a client's 90-day cycle. Once determined that mail delivery may be a good option for the client, the PrEP Navigator should mail the client a sample Medication Enrollment letter to physical mailing address the client intends to receive packages within 24 hours. The sample letter should be printed on green paper with a 'SAMPLE' watermark across the sheet. Note that the letter will be mailed via US Postal Service, whereas the package will be delivered via UPS. This will be particularly important for those who have the package delivered to a multi-unit location where US Postal Service may have access to a shared mailbox with individual units, but UPS will likely deliver the package to the door.

The client must return the letter at the follow-up appointment to receive lab results and the first of three 30 day fills. When the client returns the letter, please review the contents of the letter, the importance of legibly filling each section, including the prescription number and checking preferred delivery method for the following fill. Also, be sure to provide the client with your contact information in case the medication is not received, is damaged or if the letter is misplaced. Clients must notify the navigator or PrEP program support within five days of receiving medication in order to continue receiving medication through the mail. Failure to notify staff of receipt of medication will result in the client no longer being eligible to receive the medication through the mail, but will still be able to receive medication in-person at their clinic location.

## 90-Day Cycle



Upon return and review of the sample letter, pending lab results, the client will be written a prescription for a 30-day fill with two refills. The client will receive the first of these fills at the local health department or other sub-recipient clinic. Review the contents of the letter, including the importance of legibly filling each section, writing in the prescription number and checking the delivery method for the following fill. Upon review and receipt of first of three 30-day fills, provide the client the Delivery Enrollment Letter and envelope addressed to Virginia Department of Health. Instruct the patient to mail the letter at least 14 days before the patient's next fill is needed to allow time for internal VDH processes of mail delivery and prescription order. If the letter is misplaced, the client decided to no longer receive mail delivery, or wishes to withdraw from PrEP-DAP entirely, please encourage the client to call the PrEP navigator or PrEP support specialist.

Upon receipt of the signed and completed DE letter to VDH, the PrEP program support specialist will request the client's next fill, the second of three 30-day fills, from Central Pharmacy. The prescription will then be sent to the physical mailing address from Central Pharmacy, and will typically arrive to the requested location within 48 hours. In addition to a 30-day fill of medication, the package will contain another DE letter and return envelope. The letter must be filled out appropriately and clearly, and then mailed back within five days of receiving the package. In the event that a letter is misplaced, damaged, or otherwise unable to be submitted, the client is responsible for contacting the PrEP navigator or program support specialist to verbally confirm receipt and information in letter. Failure to return the letter or make contact with LDH or VDH staff with five days of receiving the package will result in the client no longer being able to receive medication through mail delivery.

The DE letter serves both as confirmation of the second of three 30-day fills, as well as provides instructions to LHD and VDH PrEP staff on how, and if, the client would like to receive the third of three 30-day fills. The client may choose to have the medication sent to the same address, sent to a new address (which they will need to provide), or to longer receive medication via mail. In the event the third option is selected, LHD staff should be notified to coordinate future medication pick-up.

If the patient chooses to continue mail delivery, VDH staff will request the fill via the Medication Order Spreadsheet approximately 20 days after the second fill. Central Pharmacy will then mail out the medication to the patient with a No Refill Notice. This notice is printed on pink paper informs the client that there are no more fills remaining on the prescription, to schedule an appointment for renewal labs, and instructs the client to call their local navigator or VDH staff to confirm receipt of medication. As with the second fill, failure to confirm receipt of medication with LHD or VDH staff within 5 days will result in the client no longer being able to receive medication via mail delivery.

When the client returns for the 90-day follow-up, discuss challenges and successes of receiving medication via mail delivery. If mail delivery continues to be the best choice for the patient, continue with the cycle of receive the first of three 30-day fills at the pick-up site, provide the client with the initial DE letter to be sent to VDH no less than 15 days before next fill, and follow the 90-day cycle.

